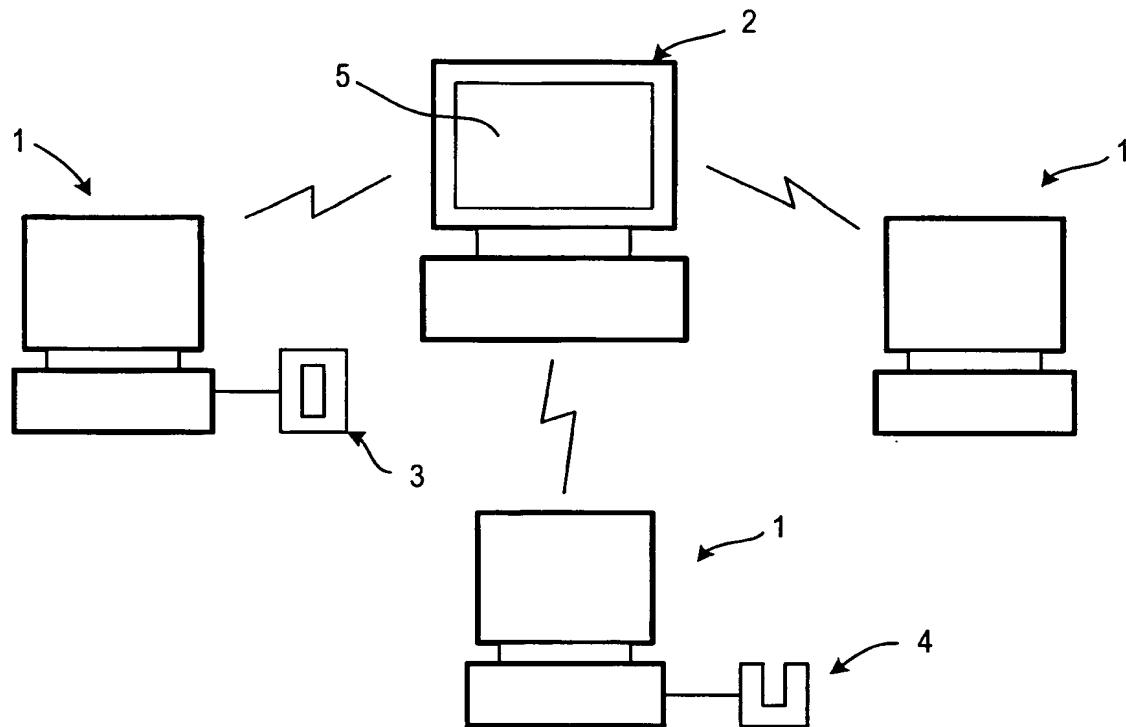
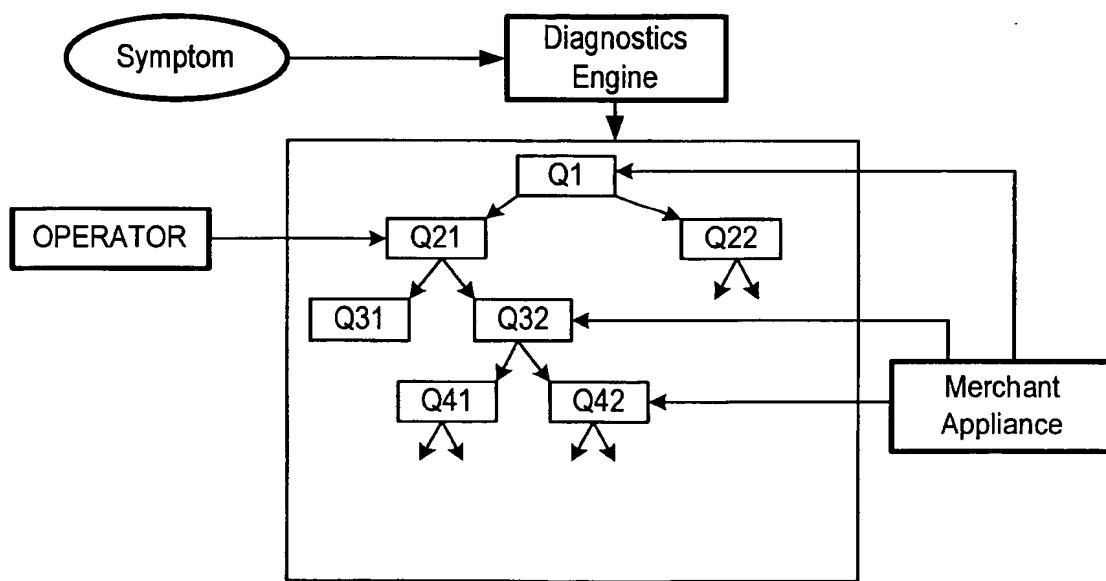




TITLE: Helpdesk System And Method  
Inventor: Hariharakrishnan Mannarsamy  
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1/2



*Fig. 1*



*Fig. 2*



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2/2

Host Communication Problem X

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Is Hostphone number on terminal same as the one configured in the Helpdesk system?

Execute Query Clicking on "Execute Query" gathers the required data from the terminal executes the diagnostic rule and displays the results below.

Result

Next Exit

*Fig. 3*

Host Communication Problem X

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Was the Host communication through external modem?

Yes  
 No

Next Exit

*Fig. 4*